



South Eastern Health  
and Social Care Trust

## **APPENDIX 1**

Disability Action Plan  
2018 – 2023

Progress Report  
Year 1 - 2018-2019

## Section 1 – Promoting positive actions and increased participation through training, awareness and resources

Disabled people have told us that promoting well-informed social attitudes to disability is central to securing the right to equality for all disabled people. We are committed to providing training and resources to support our staff in the implementation of our disability duties.

### Actions to promote positive attitudes towards disabled people

Action Measure	Description
We will continue to support the implementation of the Regional Physical and Sensory Disability Strategy.	<ul style="list-style-type: none"> <li>• Promotion of regional sensory awareness e-learning programme.</li> <li>• Improve awareness among staff on how to ensure people with sensory impairment have access to information, services and supports.</li> </ul>
<p><b>Progress Year 1- Completed</b></p> <p>A Task and Finish group was established to address actions 17,18,19 within the Regional Physical and Sensory Disability Strategy Action Plan before the strategy comes to an end in 2018. These actions are interlinked and specify the level of disability equality, human rights and PPI training required dependant on the level of regular direct contact with disabled clients/patients. A position paper was developed to give an overview of what equality, disability and human rights learning and development opportunities are available for HSC staff across the region and more specifically, which are mandatory. The position paper acknowledges that despite this progress, regional consistency across HSCNI in terms of statutory and mandatory training and introduction of a minimum standard for accessible communication/information (similar to NHS England) would be beneficial. This has been submitted to the DOH for consideration. To maximise access to mandatory training, encourage uptake and overcome logistical difficulties, Trusts have worked together to develop e-learning as an alternative to face to face training. This e-learning resource ‘Making a Difference’ focuses on recognising and respecting the different needs of colleagues and service users. The key themes on which the scenarios are based include disability, dignity, ethnicity, good relations and human rights.</p> <p>To mark the end of the lifespan of the Regional PSD strategy, a celebration event was held on International day of persons with a disability on 3<sup>rd</sup> December 2018. The event in the Long Gallery at Stormont showcased some of the best examples of best practice in</p>	

terms of disability across the region – Making Communication Accessible and the Sensory Support DVD were two regional initiatives highlighted on the day. As a legacy of the strategy, it has been agreed that there will be a Regional Disability Forum, convened by the Department of Health to continue to look at priorities and any barriers to HSC for people with a disability. (An inaugural meeting of the forum has yet to take place).

Action Measure	Description
<p>We will work with the consortium of mental health organisations and the ECNI to ensure health and social care is signed up to the Mental Health Charter.</p>	<ul style="list-style-type: none"> <li>• Workplace that welcomes and supports staff with a mental health issue.</li> <li>• Development of best practice models that ensure services are accessible to people with a mental health issue.</li> <li>• Availability of long-term sustainable information and training support that will help managers to identify and offer help and support to staff with a mental health issue.</li> </ul>

**Progress Year 1- Completed**

All six Health and Social Care Trusts including the NI Ambulance Service signed up to the Mental Health Charter on the 31st January 2019. The Charter is modelled on the knowledge that everyone in the workplace has a responsibility to create an environment that promotes wellbeing and to look after their mental health. The Charter is framed around a number of key commitments. HSC Trust in signing up to Charters, have made a voluntary commitment to work to improve the working lives of any of their employees who are experiencing mental ill-health and to consider what steps they can take to help people with a disability access their services more easily. The Charter will be taken forward via Trusts Health and Wellbeing Working Groups/internal arrangements.

## Actions to encourage participation by disabled people in public life

Action Measure	Description
<p>We will support the regional initiative to promote awareness of Hospital Passports and undertake actions accordingly.</p>	<ul style="list-style-type: none"> <li>• Promotion of the initiative across all the health and social care organisations.</li> <li>• Improved communication between staff and service users with a learning disability.</li> <li>• Improved experience for people with a learning disability across health and social care when accessing hospital services.</li> <li>• Enhanced support for staff to meet the needs of service users with a learning disability.</li> </ul>
<p><b>Progress Year 1- Completed</b></p> <p>The Hospital Passport for people with a Learning Disability has been published and promoted across HSC Trusts and widely disseminated across professionals and different disciplines. The Trusts recognise that promotion of this resource will need to be an ongoing initiative. The resource is referenced in mandatory equality training. Trusts await results and any recommendations from the evaluation of the resource that the Public Health Agency is undertaking on behalf of the regional HSC Family.</p>	

## Section 2 – Supporting full participation of disabled people by improving accessibility

We have done much work over the years in enhancing the accessibility of health and social care services but disabled people continue to tell us that barriers to full accessibility remain. We are committed to working with disabled people on the initiatives listed below to improve accessibility for and participation of disabled people when accessing our buildings, information and services.

### Actions to promote positive attitudes towards disabled people

Action Measure	Description
<p>We will work with disabled people to make sure we are ready for the introduction of new legislation including:</p> <ul style="list-style-type: none"> <li>• Mental Capacity</li> <li>• Age Discrimination (Goods / Facilities/Services)</li> </ul>	<ul style="list-style-type: none"> <li>• Actions plans available to ensure readiness for forthcoming legislation.</li> </ul>
<p><b>Progress Year 1- Partially Completed</b></p> <p>At the time of writing this update, the Trust has received notification that the DOH along with DOJ have decided to partially implement the Mental Capacity Legislation 2016 by October 2019 The DOH have notified Trusts that the partial implementation is for the purpose of providing a statutory framework for deprivation of liberty. Trusts will therefore report on this partial implementation in next year's progress report.</p> <p>Age Discrimination Legislation has yet to be enacted due to the absence of a local assembly.</p>	

## Actions to encourage participation by disabled people in public life

Action Measure	Description
<p>We will join the Equality Commission 'Every Customer Counts' initiative to try and ensure that services and the physical environment is accessible.</p>	<ul style="list-style-type: none"> <li>• Public commitment to 'Every Customer Counts' and formal sign up by all Trusts being a campaign signatory.</li> <li>• Health and social care services accessible and open to all potential service users and carers. Raised awareness of three good practice guides to illustrate reasonable adjustments which have been made by various service providers in a range of sectors.</li> <li>• Share practical examples of how to improve services for disabled service users and carers.</li> </ul>
<p><b>Progress Year 1- Completed</b></p> <p>All HSC Trusts have signed up to the Every Customer Counts Initiative on the 31<sup>st</sup> January 2019. Every Customer Counts initiative prompts organisations to think about how they offer their services and to do so from the perspective of someone with a disability. It can help to identify changes that are needed some may involve commitments of time and resources while others can be quite simple adjustments or changes which can be implemented quickly. Ultimately, the key issue is that the changes should enable people with a disability to access services more easily and benefit more from them.</p> <p>HSC Trusts recognise that this will constitute a multifaceted programme of work in terms of accessibility including information, physical access, car parking, training, service provision which will need to ensure that the work includes the range of disabilities including physical, sensory, mental health, hidden and intellectual disabilities. To be rolled out over the lifespan of the plan and beyond.</p>	

### Section 3 – Supporting full participation of disabled people in our workforce

We know that there continues to be gaps between the proportion of disabled people employed in health and social care compared with non-disabled people. We are committed to ensuring that disabled people are afforded equality of opportunity in respect of entering and continuing employment in health and social care. We will work in partnership with disabled people to make sure our employment policies and practices and working environments are as inclusive and accessible as possible. Please note the nature of the actions detailed below will relate directly to participation by disabled people in public life.

Action Measure	Description
<p>We will review the Employment of Persons with a Disability Policy in partnership with disabled people and trade union representatives and extend the associated guidance.</p>	<ul style="list-style-type: none"> <li>• Guidance updated to take account of any new research and to ensure issues relating to hidden disabilities / autism / mental health / negative attitudes and stereotypes is included.</li> <li>• Promotion of guidance across health and social care.</li> </ul>
<p><b>Progress Year 1- Completed</b></p> <p>A Regional Tool kit has been developed for Managers and Employees to increase understanding of the DDA 1995 and to further promote the effective application of the Disability Discrimination Act in the workplace. The Tool Kit aims to promote greater understanding and staff awareness of the Disability Duties.</p> <p>These draft resources draw upon the Equality Commission for NI’s Disability Code of Practice – ‘Disability and Occupation’, case law, best practice together with practical working experience.</p> <p>In addition to the interactive Tool Kit for staff and managers other resources developed include:</p> <ul style="list-style-type: none"> <li>➤ Regional Disability Equality Policy</li> <li>➤ Regional Staff Disability Etiquette Booklet</li> <li>➤ Regional Staff information leaflet ‘Should I Disclose to My Employer that I Have a Disability’</li> </ul> <p>This resource will be disseminated widely across the region in the interest of extending and promoting best practice.</p>	

Action Measure	Description
<p>We will work with staff, schools and disability organisations to promote health and social care as a disability friendly employer.</p>	<ul style="list-style-type: none"> <li>• Development of our work placements and employability programmes.</li> <li>• Improved awareness of the Trust as a disability friendly employer through increased work placements and promotion at careers conventions.</li> </ul>
<p><b>Progress Year 1- Completed</b></p> <p>All Trusts are actively exploring ways to encourage the participation of persons with a disability in the workplace. Examples include experiential job placements, Job Shadowing, the Workable Programme leading to substantive employment, largely within Support Services, within Trusts after undergoing a training programme. Trusts would intend to extend this programme to other areas of work and other areas of disability in the future, following assessment of the success of this initial programme. A Supported Employment Steering Group has been established drawing on appropriate stakeholders from within and outside the Trust to oversee this programme of work HSC.</p> <p>Trusts have also forged closer links with the disability sector including USEL to further promote meaningful opportunities for disabled persons to participate in the workplace. See also progress update on the Disability Tool Kit aimed at increasing managers and staffs understanding of the DDA 1995 and ensuring timely reasonable adjustments in the workplace.</p>	
Action Measure	Description
<p>We will work in partnership with disabled people and Occupational Health Services to ensure that disabled people are supported to continue in employment.</p>	<ul style="list-style-type: none"> <li>• Promotion of revised best practice guidance on employing persons with a disability.</li> <li>• Development and delivery of bespoke equality and human rights training to Occupational Health staff.</li> <li>• Awareness campaign to highlight the benefits of referral to Occupational Health - for staff and for managers.</li> <li>• Improved support for disabled staff.</li> <li>• More robust reasonable adjustment process.</li> </ul>



## Progress Year 1- Completed

Ongoing programme of reasonable adjustment training for staff continues throughout HSC Trusts.

DLS and Employee Relations Teams in HR provided a number of employment law sessions to provide managers with an update on important legal decisions from recent employment law cases, and in particular, in relation to our statutory responsibilities under the Disability Discrimination Act. These sessions were aimed at managers responsible for making decisions in complex employment matters in respect of their staff.

The Disability Tool Kit incorporates information on the Reasonable Adjustment duty and the importance of timely adjustments in the workplace. Good practice is covered along with examples of case law. The reasonable adjustment duty is mainstreamed in absence management training. Bespoke advice and support for managers is provided on each case by the HR Professionals. Further advice is also provided by Employment Equality Managers.

Total Actions in Year 1	8	Total Actions Completed in Year 1	7	Actions ongoing into year 2	1
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